



Department of Defense  
**INSTRUCTION**

(2)

November 3, 1993  
NUMBER 5335.1

DA&amp;M

**SUBJECT:** Telecommunications Services in the National Capital Region (NCR)

- References:**
- (a) DoD Instruction 5335.1, subject as above, January 13, 1986 (hereby canceled)
  - (b) DoD Directive 4640.7 "DoD Telecommunications System (DTS) in the National Capital Region," (NCR) October 7, 1993
  - (c) Federal Acquisition Regulation, current edition
  - (d) DoD 4640.7-D, "DoD Telephone Directory," December 1992, authorized by DoD Directive 4640.7, December 19, 1984
  - (e) Title 5, Code of Federal Regulations, Part 1001, Section 735-209, "Use of Government Property"
  - (f) "Federal Information Resource Management Regulation" (FIRMR), Bulletin C-13, January 31, 1991

**A.** REISSUANCE AND PURPOSE

This Instruction:

1. Reissues reference (a) and, with reference (b), updates policy, responsibilities, and procedures governing telecommunications service support including support to command, control, communications, and intelligence (C3I) activities in the NCR.
2. Continues to provide equipment and usage guidelines designed to effect economies.
3. Continues to provide telecommunications service to DoD users in the NCR (enclosure 2) and a guide to DoD telephone directory listings (enclosure 3).

**B.** APPLICABILITY AND SCOPE

1. This Instruction applies to the Office of the Secretary of Defense, the Military Departments, the Chairman of the Joint Chiefs of Staff, the Defense Agencies, and the DoD Field Activities, (hereafter referred to collectively as "the DoD Components").
2. Its provisions include telecommunications equipment, facilities, and services including support to C3I activities of the DoD Components in the NCR. The DoD telecommunications system in the NCR is an integral part of the DoD world-wide and

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interoperable common-user telecommunications systems. Those systems and their military-unique features provide daily support to vital C3I functions and national security leadership. DoD management and control of those systems and their capacity ensures efficiency and rapid, seamless transition to the expanded telecommunications needs of the Department of Defense during operational necessity, national emergencies, or war.

3. Services and Agencies are authorized to acquire and operate C3I systems in the NCR for specific missions or to support their operational requirements. That authority includes such systems as the Worldwide Military Command and Control System, Joint Worldwide Intelligence Communications System, tactical switchboards supporting the Service Command Centers, C3I Internal Service and Agency local area networks (LANS).

C. DEFINITIONS

Terms used in this Instruction are defined in enclosure 1.

D. POLICY

It is DoD policy:

1. To provide centralized support in the NCR for integrated telecommunications, thereby eliminating the necessity for each DoD Component to establish, operate, or maintain duplicative facilities or segregated systems.

2. That acquisition of telecommunications services or support by means other than in DoD Directive 4640.7 (reference (b)) and this Instruction, or by means other than officially approved and documented exceptions thereto, is prohibited.

E. RESPONSIBILITIES

1. The Director of Administration and Management, Office of the Secretary of Defense, shall coordinate the Defense Telecommunications Service-Washington (DTS-W) support service policies and relationships existing between the DoD Component activities in the NCR for which those telecommunications services are provided.

2. The Secretary of the Army shall:

a. Be responsible for the overall operation of the DTS-W.

b. Ensure that the Director, DTS-W, under direction of the Administrative Assistant to the Secretary of the Army, through the Coordinator for Headquarters Services-Washington, shall:

- (1) Plan, direct, coordinate, and control DTS-W operations under DoD policies.
- (2) Acquire the necessary telecommunications services, facilities, and equipment for the DoD Components in the NCR.
- (3) Review all requests for telecommunications services, facilities, and equipment or changes thereto.
- (4) Develop and maintain equitable formulas for assessment of costs to the subscribing DoD Components.
- (5) Maintain current services, facilities, and equipment records and reports for review by the DoD Components on request.
- (6) With the DoD Components in the NCR, coordinate an inventory of telecommunications services, facilities, and equipment in the NCR every 2 years.
- (7) With the DoD Components in the NCR, conduct a review and revalidation of telecommunications services requirements every 2 years, and start actions to end uneconomical leases and contracts.
- (8) Initiate communications service authorizations and other appropriate acquisition actions through a warranted contracting officer to obtain common carrier, noncommon carrier, and other telecommunications services, facilities, and equipment. Appoint Telecommunications Service Control Officers (TSCOs) who, under limitations applied by the Director, DTS-W, shall be capable of issuing requests for telecommunications services against basic ordering agreements, maximum limits communications service authorizations, and other contracts, as defined in the FAR (reference (c)).
- (9) Maintain current copies of 2-year inventory certifications, basic agreements, tariffs, and communications service authorizations to facilitate monthly certification of telecommunications services and equipment.
- (10) Ensure implementation of internal management controls to safeguard telecommunications assets, and to properly certify bills.

3. The Heads of the DoD Components shall:

- a. Designate and forward to the Director, DTS-W, the name, office address, and phone number of the officials assigned by the DoD Component as responsible for budgetary and fiscal

matters. These officials so designated shall:

- (1) Monitor, document, and maintain records of telecommunications expenditures.
- (2) Submit an OSA Form 20, "Reservation of Funds for Telecommunications Services," each fiscal quarter.
- b. Designate and forward to the Director, DTS-W, the name, office address, and phone number of officials designated to act as the TSCO. Officials designated as the TSCO shall be trained and certified by DTS-W before assuming TSCO duties.
- c. Ensure implementation of internal management controls to safeguard telecommunications assets including the proper certification of bills.
- d. Provide to the DTS-W copies of all long-haul telecommunications service requests for service with at least one service point in the NCR which will permit the DTS-W to coordinate interfacing of long-haul service with local service facilities and equipment provider.
- e. Assume responsibility for payment of costs associated with telecommunications support.
- f. Ensure that the Telecommunications Service Control Officers (TSCO) shall:
  - (1) Review requests of the DoD Components for telecommunications equipment and service in the NCR and ensure compliance with the guidelines in this Instruction. Those reviews should result in actions to eliminate services no longer required and those that are not economical.
  - (2) When requests for telecommunications services deviate from established guidelines, ensure that written justification is provided to the DTS-W.
  - (3) Review internal requirements, quarterly, to determine actual needs, considering the potential impact of pending reorganizations, relocations, and potential manpower changes.
  - (4) Review requests regularly and verify monthly to the DTS-W that actions have been completed as ordered.
  - (5) Serve as their DoD Component's sole point of contact with the DTS-W and DTS-W service vendors for required telecommunications services, facilities, and equipment in the NCR.

(6) Receive call detail printouts of DoD Component long-distance calls, verify that long-distance calls were for official Government business, identify unofficial calls and the person or persons responsible, where possible collect the costs of those calls from those responsible, and advise management to take disciplinary action against repeat offenders.

(7) In coordination with the DTS-W, perform an inventory of telecommunications equipment and services every 2 years, and a review and revalidation of telecommunications requirements every 2 years.

(8) Before assuming TSCO duties, obtain training and certification from the DTS-W.

F. PROCEDURES

1. When requests for telecommunications services deviate from this Instruction, specific written justification for the desired variance shall accompany those requests.

2. Requests shall be reviewed and approved or disapproved by the Director, DTS-W.

3. Requesting Service and Equipment. DTS-W vendors shall use DD Form 410, "Requisition for Telephone Service," or DTS-W approved substitute vendor forms to fill telecommunications services, facilities, and equipment requests placed by the TSCOs for the DoD Components in the NCR. Vendors shall submit completed forms to the Director, DTS-W, for approval. Only after approval may work be started.

4. Essential Service

a. Official Telephone Service For Use During National Emergencies. The DoD Components with key personnel whose assignments in the NCR during a disaster or emergency require uninterrupted official telephone service shall submit their requirements in writing to the Director, DTS-W. The request shall include the name, position title, and telephone number of such key personnel. The DoD Components shall provide continuous updates to the DTS-W.

b. Residential Telephone Service for Use During National Emergencies. The DoD Components with key personnel whose assignments in the NCR during a disaster or emergency require uninterrupted residential telephone service shall submit their requirements in writing to the Director, DTS-W. The request shall include the name, position title, and telephone number of such key personnel. The DoD Components shall provide continuous updates to the DTS-W.

5. Telephone Directory Listings. Requests for listings in the alphabetical section (white pages) of DoD 4640.7-D (reference (d)) shall be submitted on DD Form 218, "Department of Defense Telephone Directory Alphabetical Section Change Order." Requests for listings in the organizational section (yellow pages) shall be submitted on DD Form 218-1, "Telephone Directory Organization Section Change Order." Changes to telephone directory listings shall be submitted as they occur, not accumulatively. (See enclosure 4.)

6. Telephone Credit Cards

a. Telephone credit cards may be used for official business. Official credit cards shall not be used to make calls from the individual's permanent duty station in the NCR.

b. Requests for official telephone credit cards shall be forwarded to the Director, DTS-W, by the TSCO and shall contain the following:

(1) Justification for their use.

(2) Names and titles of the individuals using the cards.

(3) When required, telephone numbers to be charged for billing purposes.

(4) Signatory approval by the head of the requesting activity.

c. Holders of official telephone credit cards shall be instructed that loss of credit cards be reported to the TSCO immediately. The TSCO shall notify the DTS-W of the lost cards.

d. Care shall be taken to ensure that persons no longer eligible surrender their cards for cancellation.

7. Billing and Cost Accounting Procedures. Where practical, the DoD Components shall be billed actual charges incurred.

a. DoD Direct Dial Long-Distance (DDLD) System. Costs for DDLD (Non-Defense Switched Network, DSN) calls shall be billed to each DoD Component for calls dialed.

b. Commercial Calls

(1) Commercial Long-Distance Calls. Each DoD Component shall be billed for the costs of long-distance commercial calls.

(2) Local Commercial Calls. Calls placed by DoD

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(DTS-W) system subscribers to the public switched network in the NCR incur charges by message unit (each call). Those calls shall be billed to each DoD Component.

c. Common-User Service and Equipment. Costs shall be billed to each DoD Component for common equipment and common services by prorating.

d. DoD 4640.7-D (reference(d)). Costs for reference (d) shall be billed to each DoD Component based on per copy costs and the number of copies requested by the DoD Component. Individual copy costs of reference (d) shall be determined by dividing the total reference (d) publishing cost by the total number of reference (d) ordered.

e. Data Networks. Costs for dedicated data networks shall be billed to the DoD Components based on charges incurred.

f. Personnel Services and Miscellaneous Charges. Personnel service charges include salaries of DTS-W employees. Miscellaneous charges include DTS-W office equipment, supplies, and administrative support costs. Those charges shall be billed to each DoD Component by prorating.

g. Lines and Station Equipment. Recurring and non-recurring costs for lines and station equipment shall be billed to the DoD Components.

h. Other Charges. Other charges for services, facilities, and equipment shall be billed to each DoD Component.

#### G. EFFECTIVE DATE AND IMPLEMENTATION

This Instruction is effective immediately. Forward two copies of implementing documents to the Director of Administration and Management, Office of the Secretary of Defense, within 120 days.

DTIC QUALITY INSPECTED 8

D. O. Cook  
Director

Administration and Management

Enclosures - 4

1. Definitions
2. Guidelines for Telecommunications Equipment and Usage
3. DoD Telephone Directory Listings
4. Sample DD Forms 218 and 218-1

|                    |                      |
|--------------------|----------------------|
| Accession For      |                      |
| NTIS               | CRA&I                |
| DTIC               | TAB                  |
| Unannounced        |                      |
| Justification      |                      |
| By form 50         |                      |
| Distribution       |                      |
| Availability Codes |                      |
| Dist               | Avail and/or Special |
| A-1                |                      |

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### DEFINITIONS

1. Defense Switched Network (DSN). The principal long-haul telecommunications network in the Defense Communications System.
2. National Capital Region(NCR). The geographic area located in the boundaries of the District of Columbia; Montgomery and Prince Georges Counties in the State of Maryland; Arlington, Fairfax, Loudoun, and Prince William Counties and the City of Alexandria in the Commonwealth of Virginia; and all cities and other units of government in the geographic areas of such District, Counties, and City.
3. Telecommunication Services. Government-owned and leased telecommunications services, facilities, and equipment (such as stationary and mobile telephones), and related ancillary equipment and features, pagers, dialers, intercommunication systems (intercoms); access to the DSN, Federal Telephone System 2000 (FTS 2000), and other long-distance facilities; teleconferencing (voice and video) equipment; data communications equipment (such as modems, multiplexers, digital service units, and channel service units, etc.); data and voice transmission facilities and networks; LANs; premises (including campus) distribution systems; and switched and non switched services, systems, and equipment. That includes, but is not limited to, facilities to support voice, data, and video such as coaxial cable (both broadband and baseband), fiber optics, microwave, lightwave, cellular, and radio paging.

GUIDELINES FOR TELECOMMUNICATIONS EQUIPMENT AND USAGE

**A. EQUIPMENT**

The following guidelines shall be applied to requests for service to prevent acquisition of unnecessary equipment and to ensure that overall DoD Component equipment levels, as determined by those guidelines, in subsections A.1. through A.7., below, are not exceeded:

1. The established ratio of lines working in an office telephone arrangement using multibutton telephone instruments (key system) normally shall be no more than one line for every two telephone instruments.
2. The ratio of multibutton telephone instruments to personnel normally shall be no more than one telephone instrument for each employee.
3. Office systems using single-line telephone instruments normally shall require only one telephone instrument and one line for each employee.
4. Telephone instruments with more than 10 buttons shall be normally authorized for secretaries or receptionists responsible for central answering support.
5. Automatic signaling circuits, speaker phones, automatic dialers, and similar equipment items are primarily convenience items, and their use shall be used judiciously.
6. Decorator-style telephones, such as princess and trim-lines, shall not normally be approved or installed.
7. Stand-alone private branch exchanges (PBXs) and PBX-like systems are not authorized unless specifically approved by the Director, DTS-W.

**B. USAGE**

1. Unofficial Use. All telecommunications equipment, services, and facilities shall be used only for official business (except during emergency) in accordance with Section 735-209 of 5 CFR 1001 and FIRMR, Bulletin C-13 (reference (e) and (f)). The DoD Components shall receive monthly information of calls dialed, both local and long distance. The TSCOs shall verify that calls made were for official business. When unauthorized use of the system is detected, investigations shall be made to identify the caller involved. Collection and disciplinary action shall be taken against offenders.

2. Long-Distance Calls. Long-distance calls through the DSN, the DDLD, and commercial long-distance carrier facilities shall be minimum, consistent with effective operations. Maximum use of the DoD common-user systems should be made to ensure interoperability and economy to the maximum extent feasible. Each DoD Component shall establish procedures to verify that long-distance calls are for official Government business. (See section F, of the main body and subsection B.1. of this enclosure).

3. Commercial Service for Official Use. Commercial lines from telephone companies or other providers of telecommunications services shall not be installed for the DoD Components in the NCR without prior approval of the Director, DTS-W.

4. DoD 4640.7-D, "DoD Telephone Directories" (reference (d)). The DoD Components may order directories, as required. Distribution may not exceed the total number of stations billed to the account. DoD telephone directories are the property of the Federal Government and may not be diverted to personnel for private use. Personal copies may be obtained by purchase from the U.S. Government Printing Office.

DoD TELEPHONE DIRECTORY LISTINGS

The following guidelines shall be applied to requests for DoD telephone directory listings to ensure that unnecessary detail is not published in DoD 4640.7-D (reference (d)):

**A. ALPHABETICAL SECTION (WHITE PAGES)**

1. There shall be no grade level restriction on listing personnel of any DoD Component. The official need for the listing and not the employee's grade or rank shall be the determining factor. Only in the most unusual cases will it be necessary to list all employees of a DoD Component. The TSCO is responsible for determining the official need before submitting listings.

2. Listings shall consist of the employee's name, the DoD Component, room number, building or location, and telephone number.

3. No internal symbols or codes shall be shown.

4. Personnel listings shall be shown on DD Form 218 either as "additions" or "deletions." Changes to existing listings shall be made by deleting pertinent listings and adding desired listings.

5. Titles such as "Mr.," "Mrs.," "Miss.," "Ms.," and "Dr." preceding a name shall be omitted. Adjectival designations such as "Jr.," "Sr.," "II," and "III" may be used. Military ranks may be listed, but civilian grades may not be shown.

6. Branch of Service designation for military personnel such as "USA," "USN," or "USAF" may not be shown except for a Navy captain or Navy lieutenant, in which case "USN" shall be listed.

**B. ORGANIZATIONAL SECTION (YELLOW PAGES)**

1. That section comprises organizational listings for each DoD Component. An alphabetized index precedes the organizational listing for ease of reference.

2. The Heads of the DoD Components shall be listed first in the respective parts of that section, followed by their principal organizational elements.

3. Organizational listings down to and including branch level or equivalent identifiable organizational segments shall be permitted for each DoD Component listed, such as officially established directorates, divisions, and branches.

4. Office symbols or codes may be listed parenthetically before the telephone number.

5. Each DoD Component, or major element thereof, shall provide an information or a locator service number that shall be cited before its listing.

6. Only the DoD Components, or elements thereof, located in the NCR shall be listed except when approved by the Director, DTS-W. The DoD Components in the NCR, which by authorized exception have their own switchboard or telephone directory and are not a part of the DTS-W system, shall not be included in the telephone directory.

7. Offices in the NCR serviced solely by commercial telephone facilities may not be listed in DoD 4640.7-D (reference (d)), unless such service and the requested listing are authorized by the DTS-W.

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**DD FORM 1 JUL 62 218**

PREVIOUS EDITIONS OF THIS FORM ARE OBSOLETE.

**EXAMPLES OF ENTRIES**

| LAST NAME - FIRST NAME - MIDDLE INITIAL<br>AND MILITARY GRADE | OFFICE<br>(Abbreviated) | ROOM<br>NUMBER | LOCATION<br>(Building) | TELEPHONE<br>NUMBER | AC-<br>TION |
|---|-------------------------|----------------|------------------------|---------------------|-------------|
| Brown, Jane J.  | OSA DTS                 | 1A263          | Pnt                    | 55213               | A           |
| Jones, John S.  | OSA DTS                 | 1A275          | Pnt                    | 52121               | C           |
| Robert, Robt L., Col.   | OSA DTS                 | 1A263          | Pnt                    | 55213               | D           |
| Smith, Pete F.  | OSA DTS                 | 1A263          | Pnt                    | 55214               | D           |
| Smith, Pete S.  | OSA DTS                 | 1A263          | Pnt                    | 55214               | A           |
| Janson, C. T.   | OSA DTS                 | 1A263          | Pnt                    | 77777               | D           |
| Jansen, C. T.   | OSA DTS                 | 1A263          | Pnt                    | 77777               | A           |
| Brown, Chas P., Cdr   | OSA DTS                 | 1A264          | Pnt                    | 55555               | C           |
| Jones, Ida N., Miss.  | OSA DTS                 | 1A264          | Pnt                    | 55555               | D           |
| Wood, Ida N., Mrs.  | OSA DTS                 | 1A264          | Pnt                    | 55555               | A           |

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| DEPARTMENT OF DEFENSE<br>TELEPHONE DIRECTORY CLASSIFIED SECTION CHANGE ORDER |  |   | DATE   |
|--|--|---|--------|
| SEE INSTRUCTIONS AND EXAMPLES ON REVERSE                                     |  |   |        |
| THRU: (Office coordinator)   | TO:<br><br>Defense Telephone Service - Washington<br>Room 1A 263, The Pentagon<br>Washington, D.C. 20310 | FROM: (Office, Official making report, Telephone No.) |        |
| <b>IF MORE SPACE IS REQUIRED, ATTACH A SECOND SHEET</b>                      |  |   | ACTION |
|  |  |   |        |

DD Form 218-1, FEB 66

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**INSTRUCTIONS**

Submit 2 copies of this form thru your office coordinator.

Under "Action" indicate action desired by placing appropriate letter in Action Column as follows:

A - For line being added.

C - For a change in present listing. (Underscore any change.)

D - For a deletion of a line.

Organizational title change, list both old and new title.

No more than five indentations may be used.

Organizational listings must be broken down alphabetically.

When inserting a new Division, Office, Branch, etc., indicate clearly the indentation and proper placement of same.

If there is a complete change in a Division, Office or Branch delete entirely - then type the new listing as it should appear.

**EXAMPLES OF ENTRIES**

*IF MORE SPACE IS REQUIRED, ATTACH A SECOND SHEET*

**ACTION**

Under: Headquarters Service - Washington  
Defense Telephone Service

|   |              |   |
|---|--------------|---|
| Directory Branch, M. M. Jones, rm 1A263 .....           | 74228        | A |
| Service Order Branch, Robt Smith, rm <u>1A264</u> ..... | 55213        | C |
| Statistics Branch, Robt Smith, rm 1A263 .....           | 77777        | D |
| Traffic Branch, V. C. Brown, rm 1A264 .....             | <u>55214</u> | C |

Under: Personnel Division

|   |       |   |
|---|-------|---|
| Personnel Management Branch, rm 1A000 .....     | 55555 | D |
| Office of the Personnel Manager, rm 1A000 ..... | 55555 | A |